



# Warranty

## Our Commitment

Lumenwerx is committed to delivering unparalleled quality, ensuring that every luminaire produced reflects excellence in craftsmanship. Lumenwerx warrants that its luminaires will be free of defects in workmanship and materials. Due to changes in materials and technology over time replacement parts or products may have variations to the original product. This warranty is valid only to the original purchaser. Lumenwerx reserves the right to modify this warranty at any time.

## 5-year Warranty – LED Luminaires

All LED luminaires are delivered with a 5 (five) year warranty against defects in material and workmanship that would cause operational failure of the luminaire, provided the following:

1. The fixture must have been purchased either directly from Lumenwerx or through one of its authorized representatives.
2. The fixture has been installed and operated within the parameters set forth on the specification and installation guide related to that fixture. The warranty shall be deemed voided if the fixture is modified, installed incorrectly, or operated in unsuitable environments.
3. This warranty coverage is limited to only the materials provided. Lumenwerx shall not be responsible for labour and other charges that can be deemed to be associated with or the result of this warranty coverage.
4. This warranty does not cover labor or equipment to remove and install fixtures or failed components. Depending on the nature of the warranty claim Lumenwerx may be required to send replacement fixtures. Should the fixture no longer be available the client will have the option for a similar replacement fixture. It shall be at the sole discretion of Lumenwerx to decide if replacement parts or fixtures are being provided.
5. Drivers are covered under the respective manufacturer's warranty.
6. All requests for warranty coverage must be pre-approved by Lumenwerx. Lumenwerx shall not accept any charge for repairs, labour or any other related costs without prior written approval. When applicable, Lumenwerx reserves the right to execute any warranty coverage work directly.
7. Replacement LED boards may have light deviations from the original product consistent with industry standards.

